

**Specification of Competency Standards**  
**for the Jewellery Industry**  
**Unit of Competency**

Functional Area - Testing and Certification

Title	Formulate total quality management strategies for gemmological laboratories
Code	109023L7
Range	This unit of competency is applicable to practitioners responsible for managing the gemmological laboratories in the jewellery industry. Practitioners should be capable of formulating operational strategies for the organization and leading the staff of the organization to carry out total quality management duties and to enhance the productivity and economic efficiency of the organization.
Level	7
Credit	9
Competency	<p>Performance Requirements</p> <p>1. From a critical perspective, demonstrate the knowledge of total quality management and the understanding of the related concepts</p> <ul style="list-style-type: none"> <li>• Understand the principles of total quality management <ul style="list-style-type: none"> <li>○ The core values and modes of total quality management</li> <li>○ The modes of quality management of organizations with remarkable performances</li> </ul> </li> <li>• Master the concept of quality management cycle of the testing and certification industry <ul style="list-style-type: none"> <li>○ The quality assurance requirements as well as the standard and method of quality checking for each testing/identification process</li> <li>○ Understand the concept of quality management cycle - "Plan-Do-Check-Act"</li> </ul> </li> <li>• Analyze and evaluate the economic efficiency of total quality management brought to the organization <ul style="list-style-type: none"> <li>○ Classify and analyze the quality assurance cost</li> <li>○ Evaluate the quality assurance cost system</li> <li>○ Master the economic value of the loyalty of customers and employees</li> </ul> </li> </ul> <p>2. Develop and implement total quality management</p> <ul style="list-style-type: none"> <li>• Make use of the professional knowledge of total quality management to implement total quality management <ul style="list-style-type: none"> <li>○ Set quality assurance targets for the existing and newly developed service projects, and develop measures and quality control plans, such as: <ul style="list-style-type: none"> <li>▪ Gemstone reference sample management</li> <li>▪ Advanced testing equipment /technology/calibration</li> <li>▪ Geological source determination of gemstones</li> <li>▪ Testing/identification reports and certifications, etc.</li> </ul> </li> <li>○ Implement the contents of the quality control plans, and lead employees to implement measures and solve complex problems</li> <li>○ Review and analyze the results of quality control, including the effectiveness of the plans and the causes of failure</li> <li>○ Develop quality improvement plans according to the results of quality checking</li> <li>○ Continue to improve the quality management system through learning and training, including: <ul style="list-style-type: none"> <li>▪ Acquire quality management skills so as to continually improve the quality management system of the organization</li> <li>▪ Improve management methods and delegate authority to employees to continually improve the quality management system</li> </ul> </li> </ul> </li> </ul>

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	<p>3. Professionalism</p> <ul style="list-style-type: none"><li>• Implement total quality management and make every effort to ensure that the service quality meets customer demand and international standards in a professional attitude</li></ul>
Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <ul style="list-style-type: none"><li>• Able to master total quality management and lead employees to implement it with a view to improving the service quality of the gemmological laboratories and enhancing the economic efficiency of the organization.</li></ul>
Remark	